

Operator: Good day and welcome to the Social Security Quarterly All EN Payments call. Today's conference is being recorded. At this time, I will turn the conference over to Kimberly Cutler. Please go ahead.

Kimberly Cutler: Thank you so much. Good afternoon, everyone and welcome to our Quarterly All EN Payments call. I am Kimberly Cutler, the EN payments manager and the host of today's call.

The purpose of today's presentation is to provide insight into the payment process on the following agenda topic. So we will discuss – we do have an announcement. We will discuss the ePay stats, ePay reminders. We have a few payment reminders that we will cover payments topics and the presentation will also provide available resources for service providers.

At the end of the presentation, we will have a question-and-answer forum. So before moving on to the agenda topics that I just mentioned, I just wanted to remind you all that on August 14 of this year, SSA performed a Ticket portal release which added a final enhancement to eliminate all manual payment requests.

Before this enhancement, there were some issues when ENs would go to request Phase 1 Milestone 1. At that time prior to the enhancement, the portal would not allow you to request certain Phase 1 Milestones through the portal but because we – because SSA performed that enhancement, ENs are now able to submit all Phase 1 Milestone requests via the portal.

Now, you, ENs, will receive a message if SSA has look back earnings that make the case unpayable but now ENs are able to submit for those payments. So be – so you're still going to receive a message that there may be earnings that make the payment unpayable but rather than having to submit the request manually and having the correct – the request denied due to look back earnings, you will be able to submit that request via the portal.

So just wanted to provide that reminder. So we should not – TPM should not receive manual payment requests unless there's something related to your contract or some type of systems issue and then you should contact the help desk but just wanted to note that that restriction is no longer there so ENs should be able to submit for all payment types, your Phase 1, your Phase 2s and your outcome via the Ticket portal.

Did want to just provide some information about the ePay file. I know everyone gets excited when we're processing ePay file and when we complete the file. So TPM staff, we

did complete the July ePay file and from that file, there were 11,788 claims processed, 3,467 SNNs were paid. And the total amount paid from that July file was \$6,185,254.

So that was our – that was our July ePay file and we have started processing the October file. We did start processing that file on October 20th. So we're on schedule because normally these are quarterly files so we try to stay on schedule with processing these files each quarter. So as mentioned, we are now in the process of our October 2021 ePay file.

And because we are processing the ePay file, we always want to provide you with the reminders, right. So ENs may submit payment request through the Ticket portal instead of waiting for ePay. So you do not have to wait for the ePay file. We prefer that you do because we do pick up a lot of those payments especially like your outcome but you are still able to request through the portal if you prefer.

And please remember that Phase 1 Milestone 4 is now paid via ePay but ENs must still submit payment requests for Phase 1 Milestones 1, 2, 3 through the Ticket portal with proof of relationship. So for traditional ENs, we will pick up your Phase 1 Milestone 4 if your Phase 1 Milestones 1 through 3 have already been addressed. Address simply means paid or denied. So you still want to make sure you're requesting those through the portal along with your proof – along with proof of relationship.

And unassigned Tickets are not included on ePay and ENs must have passed their annual services and support reviews to be eligible to have your DUNS and your SSNs on the ePay file. And thing to remember, the ePay file is processed in order of SSN and not DUNS.

So I did mention that we recently last week started processing the ePay file so you may – you may be in a position where you pass your annual services and supports review and you're like, "Okay, I haven't received any ePay payments," it's based on SSN not DUNS.

So you may receive a couple of payments because your SSNs are – we're processing them this week. You may not receive another payment for a few days because we're going in order of SSN and not DUNS. Okay. So that – those are just a few ePay reminders.

So we're going to move on to our next agenda topic and what we decided to do on this call is we just want to provide some reminders that will hopefully assist you in – and you're – and when you're contacting the help desk and when you're processing your payments. So we just wanted to provide you with a few reminders.

Just want to make sure that ENs must provide they're DUNS when contacting the payments help desk for information, right. So you cannot e-mail personally identifiable information. You can't – password protected. You can't encrypt it. We cannot mail or e-mail any personal identifiable information.

So what we request and we require you is when you're sending your e-mail inquiries, make sure you're including the work case that's associated with the payment request. That will allow the staff to go into that work case, answer any questions that you may have about that, that work case.

So do not e-mail any personal identifiable information. Just make sure you're sending in your – the work case number that's associated with your payment request. And that's how the staff will be able to assist you in answering your questions about your payment request. Okay.

And proof of relationship, we've – this has been in place for a while. We still get questions about proof of relationship so you want to make sure that you know that it is required. Proof of relationship is required when requesting Phase 1 Milestones 1 through Phase 1 Milestone 3. And of course, proof of relationship can be established through pay stubs and/or a completed proof of relationship form– we know it as the PoR.

And please remember that proof of relationship items must be submitted at the time the payment is requested. There's been some confusing – confusion thinking that ENs have got nine business day windows to submit for proof – to submit their proof of relationship. That is not so you do not have nine business days to submit proof of relationship documentation. Proof of relationship is required along with the submitted payment request.

So we do understand that once you submit it, you may have to go out and go back in, whatever the process is for the portal but please make sure that you're submitting that within that same time frame. We are having some cases denied because ENs are submitting for, let's say, Phase 1 Milestone 1 on Monday but they may take 10 days before they send in proof of relationship.

And if we're processing your case and proof of relationship is not associated to the case or is not received, that case will be denied because we do not outreach for those items. So please, please make sure when requesting Phase 1 Milestone 1 through Phase 1 Milestone 3 that you are providing your proof of relationship. Okay.

And you – and if you're submitting your – pay stubs are standalone. So if you submit pay stubs for your milestone period then that's proof of relationship. If you're going to submit the proof of relationship form or the PoR, the PoR must include the services provided to the Ticketholder and the dates the services were provided. So you want to make sure that you have both. Do not – please do not just list the services provided but please provide the dates that those services were provided on your PoR form – PoR form.

Another reminder is ENs have 24 months from the attainment month to request a payment, right. Because SSA will not accept payment requests for periods outside this 24-month window. So we just wanted to provide that reminder as well.

Please note that earnings for self-employed Ticketholders do not post an SS – an SSA database until after the Ticketholders filed their annual taxes for the previous year. We get a lot of questions about self-employed Ticketholders so please just make sure to know that SSA will not have those earnings until after the Ticketholders have filed their taxes for the previous years.

So what you can do as their EN is encourage your Ticketholders to file their income taxes timely, right. That's something that you can do to help them get that information in so that you can submit for payment.

The 18-month lookback tool, right. So earnings at the trial work level during this period may impact the availability of some or all of the Phase 1 Milestones for that Ticketholder so which – make sure you take that into consideration. So when you're talking to your beneficiaries and doing your intake with them, these are the questions that you want to ask. These are the things that you want to find out, it's about prior earnings.

And please be aware that Social Security database is a living document. It's a living system. So this means a holder's earnings can appear at any time usually months and on some occasions, years after the earnings occurred.

So again, you want to – when you're meeting with your Ticketholders and you're doing your ongoing support and you're meeting with them, make sure they are reporting their information, make sure they've reported their earnings. And just be mindful again that social security database is a living system. So it's – earnings could post at any time.

And in relation to that, ENs occasionally experienced overpayments as a result of the late posting of earnings information, right? So that's why we want you to be mindful that it may not be here this month but they could post the following month. And the lookback period for earnings is a maximum of 18-months prior to Ticket assignment dates. However, the

lookback period is for months between the date of disability onset and the Ticket assignment date.

So in that case when you're talking about the date of disability onset, that period could possibly be less than 18 months. So that's the information that you want to try to obtain as well is the date of disability onset so you're kind of looking at how far you're going to go back to for prior earnings but the maximum is 18 months.

So if you do not have that date of disability onset when you're completing your 18-month lookback tool, please take that back 18 months just so you're being sure, right. And of course, once you submit your request, TPM will conduct 18-month lookback as well because we may have access to earnings information that you do not have. So we will complete a 18-month lookback review of earnings too just to make sure that we are paying what should be paid based on prior earnings.

Another reminder is EN should always respond immediately to any request from TPM for additional or missing information. We talked about the fact that you do not have nine business days to submit your proof of relationship because that's a complete package that's – that comes with your payment request, right, for Phase 1 Milestones 1 through Milestone 3.

But when – if TPM reaches out to you guys for additional information or missing information, you want to make sure that you respond immediately to those requests and SSA does allow nine business days for an EN to respond before denying a payment based on missing information.

So just wanted to be clear with this one. If TPM reaches out to you for additional information, you do have nine business days but you want to make sure as soon as you get that response, that contact, please go ahead and provide that information so that we can go ahead and process your payment request and you do not run the risk of having your case denied, having your payment request denied because we did not receive the requested information timely. So that's definitely one of the reminders we wanted to provide. Okay.

Now, now during the intake, this would be a good time for you – for ENs to ask your Ticketholders about any prior history of receiving VR services and whether they were working at the time of their VR case closure. So again, your Ticketholder is one of your best resources during your intake process. Ask them about prior VR hit services because Phase 1 Milestone exclusions applies to all Ticketholders with a successful VR case closure after January 2002. That is within 18-months prior to Ticket assignments.

So that made – I'm not sure if you guys see that but it may be a typo. We have January but it is January 2002. That's within 18 months prior to Ticket assignment. So this is why we want you guys to ask your Ticketholders about prior VR services when – during your intake, right – during your intake process.

Now, many Ticketholders exiting VR services with employment have earnings at or above SGA, substantial gainful activity. For these Ticketholders, the EN can begin requesting Phase 2 Milestone payments the month following the month the EN secured the Ticket assignment.

So in other words, if you do have a client, a Ticketholder and you have information and you can see that they had a successful closure after January 2002 and that successful closure was within 18-months prior to Ticket assignment, Phase 1 Milestones 1 through 4 are off the table but you still have money out there. You still have payments out there so you can begin requesting your Phase 2 Milestone payments as long as the beneficiary is making at least SGA and they, benefits, are in current pay for Phase 2 Milestones.

So we just want you to be aware of the complete picture of the – of the Ticket and where you stand with your payments. So that's why it's imperative that you find out about VR services during your intake so, again, you will know where you are with payments, which payments you would start with based on that VR history.

Right. So those were just a few reminders, payment reminders that we wanted to give you guys today and hopefully they will – they will assist you and when you're in requesting your payments, sometimes you're requesting payments and we sometimes forget the little things, so these are just, again, just a few reminders we wanted to provide you guys today.

And we also want to invite you to share topics that you would be interested in discussing through this forum because, of course, our goal is to help educate you and provide clarification on process and procedures related to payments. So please if you have any EN payment topics that you send those to the EN payments help desk and if you have your presentation up. You'll see that you can send those suggestions of topics to EN payments help desk at yourtickettowork.ssa.gov.

So again, if you have some topics that you would like us to share that are – that are related to EN payments, we encourage you to send that information over to the help desk.

And here, we want to make sure we have a lot – some valuable resources for you. We want to make sure that you utilize the contact information on this resource slide. If you

have any questions related to payments, Ticket assignment, or the service provider Web site, they are there to assist you and like I started out this presentation, just making sure that when you do contact the help desk that you have your DUNS number, you have your DUNS information so that the staff can help you effectively that you have that information ready.

If you're contacting the help desk with payments, making sure that you have your work case number associated with the case because, again, we wanted to make sure that we're providing you with effective help giving that information that you need. So there you have your resources.

Now, this completes the presentation portion of today's call. We will now open the line for questions and please be mindful that questions related to specific SSNs may require assistance from the payments help desk. We may not be able to answer those questions about specific SSNs or specific payments because we don't have all the details and we don't want to just give a general answer for a case that we really need to look at the details of the case.

So please make sure for those specific SSNs, those specific payment questions that you're reaching out to the help desk so that they can – they can get that information and be able to assist you. All right.

So we will go ahead. If you don't mind, (Rowan), open the phone line for any questions that we have right now.

Operator: Thank you. If you wish to ask a question, please signal us by pressing star one on your keypad and if you're using your speakerphone, please ensure that the mute function is turned off. Again, it is star one for a question. We're going to pause for just one moment. Okay. First question comes from (Jamie Schmitz). Please go ahead.

Jamie Schmitz: Hi. My question is regarding the work number. We use the work number when the beneficiary is an EPE and we've been getting denials because it does not provide net earnings. We were not under – I mean we have no control over what information employers provide and there's no way of knowing that those net earnings, the difference between net and gross or not garnishment of wages and that they are just truly only taxes.

And we've just started getting this denial this year. I mean, is this true? Is this how this is supposed to be happening? Were you guys aware that as you approved the work number as a source of earnings that not all employers provide growth and net?

Kimberly Cutler: Yes. So we – the work number is an approved third-party source but even with it being approved, the documentation must provide the required information. So I have seen that and I have seen cases have been denied for that because we do see different – so like you said, some employers report it and some do not. So when it comes to the purpose of payments, we have to have certain information.

So if using the work number does not provide that information then you would need to find a different source. I know, like you said, we said, "Oh, you can use the work number to get the earnings information," but again even though, it is approved source, it still must provide the required information. And if not then we would ask that you have to find another source for providing those earnings information.

Operator: Thank you. Ladies and gentlemen on the phone, if you'd like to ask a question you may do so by pressing star one on your telephone keypad. Please make sure that mute function on your phone is turned off so the signal can be read by our equipment. Star one for phone questions. We'll pause a moment to assemble the phone queue. You.

Jamie Schmitz: Okay. Thank you.

Operator: Your next question comes from (Hammed Hajebian). Please go ahead.

Kimberly Cutler: Hi.

Hammed Hajebian: Hi. Yes, so this is (Hammed) calling. And I do have a question. I've had an issue and I've been working with the help desk with that issue but they're saying they don't have any information or resources and that I would need to pose my question with this quarterly conference. So that's what I'm trying to do at this moment.

So my issue is about a client who became unassisted with his transcript on my portal list and it was without an annotation from you all that was provided to me about my client that

it is unassigned and then that case was closed and there was no notes or annotations as to why.

And so I don't understand why it was unassigned, no notes or anything communicated to me so I have no recourse as to what's going on with this case and the client has left. And so I need to access that information. How do I do that?

Kimberly Cutler: Okay. So I just to make sure I understand the question. So Ticket was assigned to you but then the Ticket per the portal, the Ticket has been unassigned but you weren't aware of the unassignment, is that your question? I'm sorry.

Hammed Hajebian: We do have a phone question. We'll take that phone call from Hamid Abajian with HH Employment Training of the Deaf and Hard of Hearing, please go ahead.

Hamid Abajian: Yes. And for example – I do have an example. So I have about 100 clients in this portal on my list and I was going through it and then the next day I was one less, I was down to 99. And I'm trying to figure out who left, where did they go and I'm going through this list and it's a lot of extra time. And finally I came across this one customer that had left.

But I had to spend all of this time trying to figure out what client left. It would have been nice if I would have had some type of system that would have told me, "Hey, this particular client was left or is unassigned or no longer qualified or terminated," without that information that would have been or no longer qualified, all of that would have been a nice way of being able to given that information up front without me having to go through all of my records to figure out which client it was and we're talking about 100 clients here.

So yes, I guess that's my question.

Kimberly Cutler: Yes. So I will say this, let me – let me just say this first. Ticketholders just as ENs do have the right to unassigned the Ticket at any time without cause, without giving a reason. The portal is there, yes, to give you, run the Report Tickets Assigned To Me and with having that many Tickets like you said just trying to figure out which one and Katie, I don't know if you can chime in but like I do, the portal list is real time.

Katie Striebinger: Kim, hi. I was going to chime in..

Kimberly Cutler: Okay.

Katie Striebinger: Hi. This is Katie Striebinger from SSA. So I can – so it looks like you're looking at the currently Assigned To Me list. There is another list right underneath that from the main menu screen called Previously Assigned To Me. If you go to that list, you should see based on the Unassignment Date, a Recent Assignment Date

Hammed Hajebian: I – I'm so sorry to interrupt. I did. I looked at that second option but it says Not Relevant. So I was looking for the terminated or I'm saying if you had the option for those that are terminated, not – this particular client didn't fall under that list.

So former clients, yes, or previously, I understand that's a list but those that themselves left or they case closed or they terminated, that type of activity is not in that...

Katie Striebinger: That....

Hammed Hajebian: ...previously that system. I don't see them there, in the portal.

Katie Striebinger: So just – if you see that list, there's a box to check include Terminated Tickets. I do recommend for that screen – because you can only see so many Ticketholders on the screen at one time in the portal right, do you have the option to download the list to Excel? If you download the list to Excel and you check the box include Terminated Tickets, you would see those on there and you would see an indication that they were terminated.

But if you do and, like I said, downloading that list to Excel will give you every Ticket that has been assigned to you at one time right here, EN at one time and then it's the unassigned, the current status is no longer assigned to you. If you download that to Excel, you will see the unassignment dates.

As for the reason besides having an indication of something was terminated, that is not provided in the portal. You can contact the help desk. They could tell you perhaps – it is available whether or not the beneficiary unassigned it but they can't tell you any reason right.

So, or there's only so much we can do once a beneficiary has decided to unassign the Ticket but it did seem like your main concern when you called was how do I find out who that one Ticketholder was right and that's why I wanted to lead you to the other report in the portal.

So between those two reports, the Currently Assigned To Me and the Formerly – Previously Assigned To Me, that should be every Ticketholder you've ever had and SSA has ever had assigned to you. That should be the entire list of everybody between those two links. That's all SSA has about you and your EN and all the Ticketholders you've worked with.

But if you have a specific question about a specific person then you're going to have to call the help desk and that's where I think Kim was going..

Kimberly Cutler: Right. Thanks, Katie. And hopefully that answered your question, sir.

Hammed Hajebian: Yes. Well, unfortunately, that didn't help too much. I mean, I've spoken to the help desk twice. They didn't have any resources or any additional information regarding their systems or methods so that's why they referred me to you and then these details don't seem that the program hasn't developed exactly what I'm talking about yet from what I can see.

Kimberly Cutler: Yes.

Hammed Hajebian: So I just had to manually go....

Kimberly Cutler: And I think what Katie said...

Hammed Hajebian: A to Z to check every single client to figure out who was there and until I finally got to my particular client that I saw alphabetically. So it just was a lot of manual labor, very tedious and I just thought if there was one thing that just said terminated, that would have been easier to catch.

Kimberly Cutler: Okay. Yes. Well, sorry, we couldn't help but we're always looking for ways to enhance the portal but like you said right now, we're just not at a point where we could give that information but – and like Katie said, Ticketholder unassigned the Ticket, they do not have to give a reason.

I know – maybe that's what you're looking for in the portal, I'm not sure but yes, unfortunately we just – we have the system where it is today, so. All right. Well, thank you.

Hammed Hajebian: I'm so sorry. Just to wrap up, I was – wasn't the reason why they were unassigned, I just wanted to be able to find out who was unassigned. That's what I was looking for so but that's thank you.

Kimberly Cutler: Okay.

Hammed Hajebian: Thank you. That's all. I can figure it out myself. Thanks

Kimberly Cute: Thank you.

Debra Tennessee: Hello. This is Debra. The question I have for the caller, you mentioned unassigned and terminated both. There are two different – they're two different issues. As Katie mentioned, if that Ticketholder was terminated, you may have needed to check off the box on the side.

So if you didn't see that name, if you didn't check off that box and the beneficiary what Ticket was terminated, you wouldn't see it there. So it all depends on what happen if...

Hammed Hajebian: Sorry to interrupt. I did check that box and the next question after that was, well, what's the client's name. I didn't know who this client was. I wouldn't have had that information. So that's...

Debra Tennessee: Okay.

Hammed Hajebian: ...what I was asking for, it's the...

Debra Tennessee: Okay.

Hammed Hajebian: ...terminated and then along with the client's name.

Debra Tennessee: Okay. So Katie, when you check off that box, it just doesn't give you a list of terminated beneficiaries?

Katie Striebinger: So the way the screen works and I will refer everyone to your Ticket portal user guide, so the Previously Assigned To Me link, you click on that link and it brings into a page depending on how many Ticketholders you have. If you have a large amount, it won't automatically display on the screen but some it will show a handful screen and if you want to know how many recent – because if you think about it, a terminated Ticketholder is no longer in the program, right?

A previously assigned to you Ticketholder, you can do something with them right? You could request a payment, you can look at their history but if a Ticket is terminated, it's no longer with the program. So they're not going to display automatically lists of previously assigned to you.

So what you're going to do is you're going to check that box to include terminated Tickets and you need to download to Excel. It's not going to put it on a screen. And when you download the list to Excel and this is a reminder for anyone who is trying to connect a name on the screen, right, we only show you the name on the Ticket portal because of protecting PII. If you need to associate a name with an SSN, any screen where it has the op to download to Excel, when you download that to Excel that will give you both the SSN and the full name.

So perhaps that step of downloading to Excel was not done and that would be how you would get the name and the SSN and that works on all the screens so hopefully this helps ((inaudible)).

Hammed Hajebian: Understood. Yes, I'll play with that. Thank you very much. Thank you and...

Katie Striebinger: You're welcome.

Hammed Hajebian: ...it's not a big deal. It was just a, I guess, a shortcut to save some time and that process less than it but if it was all in one program, that was my question but I can look at the user guide and I guess work with the Excel part. Thank you.

Katie Striebinger: Okay, yes. And if you come back and you have...

Female: Okay. Thank you.

Katie Striebinger: ...please do reach back out. We are here to help.

Kimberly Cutler: All right. Thanks, Ms. (Tennessee). Thanks, Katie and I know we just took a couple of questions from the phone line. Adelle, do we have any questions in the chat?

Adelle Barr: Hi, Kimberly. Yes, I have a few here. First question, Phase 1 Milestone exclusion applies to all Ticketholders with a successful VR case closure after January 2022. Well, that is within 18-months prior to the Ticket assignment. Are Phase 1 Milestones available to the EN after the 18-months?

Kimberly Cutler: Yes. And I just wanted to make a correction. I know the PowerPoint says 2022 but it's January 2002.

Adelle Barr: That's right. That's right.

Kimberly Cutler: So I apologize for that. It's 2002. Yes. So what we look for, like we said the – we're looking for earnings 18-months prior to Ticket assignment, right, so the Ticket assignment date. So if you have a Ticketholder and you have access to their earnings prior to Ticket assignment but those earnings are way – they're outside of the 18-months then you would probably be eligible for your Phase 1 Milestone 1.

The – let me just say that the 18-month look back exclusion would not apply but you still have other exclusions that could be VR involvement. But as it relates to the 18-months look back tool, yes. If the earnings are outside of that 18-month window, then yes, you would be possibly eligible for your Phase 1 Milestones 1 through 4.

Adelle Barr: Okay. Thanks, Kim. And can we update the earnings estimator to cover up to 52 weeks of earnings? Now, currently the spreadsheet allows 40 weeks of entries and there's a need to create a new spreadsheet for the same beneficiary.

Kimberly Cutler: The – for the earnings estimator tool that's online?

Adelle Barr: Yes, ma'am.

Kimberly Cutler: I just want to make sure I understand the question. So they're asking us to add additional lines to that?

Adelle Barr: Looking if we can add, allow – currently the spreadsheet allows for 40 weeks of entries and looks like there's a need to create a new spreadsheet for the same beneficiary because there's 52 weeks. I see what they're saying.

Kimberly Cutler: Right. Does the tool not allow you to add additional line items? Without having it up, I'm not sure. That's something we can definitely have to look at the tool itself.

Adelle Barr: Okay. And I have one more here. What is the portal address?

Kimberly Cutler: The – now that question, I'm not sure, the portal address.

Adelle Barr: Yes. It says what is the portal address so I guess they're asking how do they get to the portal.

Kimberly Cutler: Okay. Because once you become an EN and you go through your

suitability and go through certain training and modules, you will have access to the portal. So if you have not received how information on how to access the portal, it could be that you're not eligible – you're not able to – you haven't – you're not suitable to go to the portal or not. I'm not sure if that's what they're asking for.

Adelle Barr: If they have – if that didn't help, they can ask another question.

Kimberly Cutler: Right. Okay.

Adelle Barr: Thanks, Kim. That's what I have for now.

Kimberly Cutler: All right. Thank you, Adelle. Do we have any questions on the phone queue?

Operator: Yes. Our next question comes from (Doris Smith). Please go ahead.

Doris Smith: Okay. My question is in reference to one of my Ticketholders that was a P2, Phase 2 Milestone 4 but what happened is that when I sent that in, I got denied and then it came back again. He was an MO. He was an MO 1, 2 and 3 so I'm not understanding how a Phase 2, which should be 36 months skips from there to an MO.

Kimberly Cutler: Right. So MO means outcome payment so it looks like, again, this is a specific case but it does look like you were receiving, like you said, your Phase 2 Milestone 4 and in order to receive a Phase 2, the beneficiary must earn the SGA level amount and also be in current pay. So they must be receiving a federal cash benefit.

So whenever you submitted for your Phase 2, we deny that Phase 2 Milestone payment because the Ticketholder is no longer receiving cash benefits. So rather than just denying your case and telling you that, you're like, "Oh, you can't get Phase 2 because the Ticketholder is no longer in current pay," what we did was we denied your request, right, then we went ahead and created your outcome payments because now the Ticketholder is no longer receiving a federal cash benefit but they're still earning SGA level so now you're able to receive your outcome payments.

So that's why your Phase 2 Milestone 4 was denied and you received your, like as you said, milestone outcomes 1 through 3 because the Ticketholder entered the outcome phase. They were no longer receiving a federal cash benefit.

Doris Smith: Okay. All right. So that Phase, when you say Phase 2 goes to up to 36 months and although that's a SGA as well earnings...

Kimberly Cutler: Well, what...

Doris Smith: ...that doesn't work...

Kimberly Cutler: So what...

Doris Smith: ...any longer...

Kimberly Cutler: No, no. So because – yes, you're right. So in a – I'm just going to say in a perfect Ticket world, right, you would receive all of your – you received your Phase 1 Milestones 1 through 4. You receive all of your Phase 2s and you receive your outcomes. But anytime a Ticketholder benefits go into – goes into suspense, it automatically triggers them into the outcome phase. So those Phase 2 Milestones...

Doris Smith: Okay. (Goes into suspense).

Kimberly Cutler: ...that you did not receive, you will be able to pick those remaining Phase 2s up in what we call a reconciliation payment. So they're...

Doris Smith: Okay. I got it.

Kimberly Cutler: So you're not going to miss them. They're just a little delayed should we say, right. So – and that's because there was no fault. A matter of fact, it was a good job. You took the beneficiary from receiving federal cash benefits to now they're in the

outcome phase so they're no longer receiving their federal cash benefit and so we're still going to pay you.

So now instead of receiving your Phase 2s, you're going to get outcomes but you will receive the remaining Phase 2s at the point of reconciliation and that just means that the beneficiary has received 12 outcome periods. So they've been off the benefits for 12 months so then you would pick up your Phase 2.

So they're not missed. You will get those and to go into a little bit more information about reconciliation if you would like, please contact the help desk and they can explain that a little further but you will get those payments just a little bit later.

Doris Smith: Okay. All right. Thank you.

Kimberly Cutler: You're welcome. And I just wanted to go back before we go to the next question. The individual asked Adelle in the chat how – what was the portal link, just wanted to note that they can contact EN service and request the link to the portal and at that time, they will – they will be informed if they have – if they're eligible to access the portal or not.

Female: Okay. Sounds good. Thank you.

Kimberly Cutler: I just want to kind of answer that. All right. Thank you. And do we have any other questions from the – in the phone queue?

Operator: Yes. At the moment, there are four more questions. So the next question comes from (Sandra Abbott). Please go ahead.

Sandra Abbott: Okay. Yes, can you hear me?

Kimberly Cutler: Yes, ma'am.

Sandra Abbott: Okay. I have two questions actually. One is dealing with unassigning a Ticket of a beneficiary. In the portal, it seems like it's set up for the – well, I would have to

submit a form for the beneficiary to sign to unassign the Ticket but if I as an EN want to unassign a Ticket, how do you do that in the portal?

And the second question is for – or is there a way on the portal to put in the beneficiaries either Social Security Number, excuse me, or their name to get a list of the milestones that have been paid and have not been paid? Thank you.

Kimberly Cutler: Okay. Katie, I'll let you take that portal question about the unassigning the Ticket. I do know that, you're correct, ENs are able to unassign the Ticket via the portal and the beneficiaries would have to fax or mail in their request to unassign the Ticket. But Katie, do you want to provide that portal guidance for unassigning a Ticket?

Katie Striebinger: Right. It sounds like you do not have access to the portal or if you do that, you have not...

Sandra Abbott: Yes, I do.

Katie Striebinger: ... (ever do that). Do you have the Ticket portal user guidance? Have you gone through the portal user guidance?

Sandra Abbott: Yes, I have. Yes, I've gone through all of that and it – and in the portal, it says unassign or assign a Ticket. And when I put in to try to, for me as an EN to unassign a Ticket, it's look – what it – it's asking for a report, to upload a report and report is basically for the beneficiary. It's not for the EN. Because the questions that are posed, it's saying the beneficiary is unassigning the Ticket for the following reasons.

Katie Striebinger: No, those are – those are based on the EN. If – it does sound like you need to be walk through this with the help desk to get you some specific help with what you're trying to do but yes, you – the portal is for EN. You log in based on the DUNs and the SGA that you are part of all the business that you're doing in the portal is acting as the EN. There is no beneficiary functionality.

You can say there is the option to say that the beneficiary requested it like a beneficiary can tell you, "Hey, can you unassign this for me," and you can decide to do that. That is

one of the buttons but it is – it is the response from the EN. You are acting as an EN and unassigning the Ticket. But if you need help with navigating that, I encourage you to call the help desk and get help with that so someone can walk you through it because that's what we're here for.

Sandra Abbott: Okay.

Kimberly Cutler: Yes. And when you call that – and that's one of the resources that we have on the page but if you call and you're going to select option three. They'll be able to help you with that, walk you through that process.

Sandra Abbott: Okay. And then the second question was, is there a way in the portal to put in the beneficiary Social Security Number or their name to get a listing of paid and/or denied payments?

Kimberly Cutler: Is the Ticket assigned to you?

Sandra Abbott: Yes.

Kimberly Cutler: Okay. Because there is a report that you can run Payments Made To Me, I think that's the correct title and you will be able to see what payments have your Ticketholder has received and your – and what cases have been denied. So there is a report already in the system that will provide you with that information. And as Katie mentioned if...

Sandra Abbott: Okay. That's good.

Kimberly Cutler: And as Katie...

Sandra Abbott: Okay. That's for me.

Kimberly Cutler: Okay. As Katie mentioned, if going through the portal guide if that's not helping, please reach out to the help desk because they may be – they will be able to walk you straight there and you'll be able to run that report and you can download that information and that will help you.

Sandra Abbott: Okay. I...

Kimberly Cutler: (And I highly) encourage that EN run that report because that will help eliminate duplication of payment requests. And again, just knowing what your next payment will be based on that report.

Sandra Abbott: Yes, ma'am and I've – I run that report which you're – what you're explaining but it gives all of the beneficiaries. It doesn't break it down per beneficiary.

Kimberly Cutler: But I think if you run it because I'm not ((inaudible)). I can't access it but if you do run the report and it gives you all of them then once you download the report, you can sort and you can go in and find the SSN – the individual that you're looking for. You can do it that way.

So it's not just when you pull it up, just looking at it on the portal, go ahead and download that report and then you can sort it for your use to be able to sort it to how you would need to do it to pull the information.

Sandra Abbott: Okay.

Kimberly Cutler: All right.

Sandra Abbott: Okay, thank you.

Kimberly Cutler: You're very welcome.

Katie Striebinger: And this – this is Katie and I just want to add, I mean there are several

ways to get that information so I do encourage you to look through the Ticket portal user guide. There is a way to actually drill down and look at just the specific beneficiary and all the information about that beneficiary. Like I said, would just – I would – I would point you to the guide and I would point you, if you can't find it there, to have someone help you to help desk.

But we have several ways to get the same information navigating through the portal. You just may not be familiar with everything but we have crackerjack experts on the phone ready to help.

Kimberly Cutler: Yes. All right. And let's see. We got a few minutes to go. I know you said you had three so we'll take one more from the phone lines and then we'll move to the chat or if we still have...

Operator: Okay. Next question...

Kimberly Cutler: ...many questions. Okay.

Operator: Next question comes from Trina Piazza. Please go ahead.

Trina Piazza: Hi.

Kimberly Cutler: Hi, Trina.

Trina Piazza: I do have a question – how are you?

Kimberly Cutler: Good.

Trina Piazza: About information that's on the assignment list when we click on List Beneficiaries Currently Assigned To Me. Is there a way when we download that entire list to Excel that the 24 months of earning shows on that report that shows that we have to go

into each individual client if we want to see earnings last 24 months and I track that. Is there a way to get that on a report?

Kimberly Cutler: Katie, today is your lucky day.

Katie Striebinger: Yes, (you got it). It is – that is something we cannot provide to you in that fashion and there – and there's a purpose behind that but it's – I know it would be something nice to have but it is kind of tied to some other confidential information that we – we can't provide you with. So at this time...

Trina Piazza: But you can also...

Katie Striebinger: ...and the way things – yes.

Trina Piazza: I mean it's there if we actually go in and look at each individual, it's there that you're providing it where we see earnings in the last 24-months number of trial work level months and SGA months or better. See that giving it to us, why can't it be given in a report.

Katie Striebinger: So let's just say that it was put there as like a help – like an indication. It was not put there to tell you when to request a payment or how to request the payment, right. I think you should leverage it because it's there and it remains there. It hasn't – it hasn't been removed but we're not going to provide that to you in the – in the way that you want.

Trina Piazza: Okay.

Kimberly Cutler: All right. Thank you, Katie. Thank you, Trin,) and we will move to the chat, Adelle.

Adelle Barr: Hi, Kimberly. Let me pull this up. I have a couple questions here. Hi, this is Lisa with Employment Connection. Any suggestion on how to troubleshoot when fax don't

come through accurately. I have attempted to fax services and support reviews but informed that the facsimile was not complete. This has now caused my portal usage being closed until documents are received. And I turned my information in time but Employment Connection is being penalized due to electronic error and I would appreciate your response. Thank you.

Kimberly Cutler: Okay. So to make sure I understand...

Adelle Barr: Sounds like there's some faxing issues...

Kimberly Cutler: I'm sorry, what'd you say?

Adelle Barr: It sounds like there's some faxing issues.

Kimberly Cutler: Right. So again, if you're having – I would – I would just suggest if you have not, please contact the EN payments help desk. Of course, I really can't provide any guidance on this on that right now on this call but I would suggest that you contact the contact – the payments help desk and explain to them in detail what's going on.

And, of course, we wanted to make sure it's not on our end and if we haven't had any reported issues then we would encourage them to check with their carrier and go from there but without having all of the details, I really could not say what they should do other than contact the help desk, make sure it's not on our end and then contact your carrier.

Adelle Barr: Yes. Makes sense. Thanks, Kim. Can you clarify the announcement from February 2020 regarding vocational rehabilitation enrolment with a successful closure? What I can recall is that ENs were eligible for Phase 1 payments and if Ticket was later assigned to an EN outside of that 18-months prior period but now I don't hear that being referenced. So is that a change still in place or does any prior successful closure with VR exclude Phase 1 payment?

Kimberly Cutler: Okay. Let me – that was a lot. Okay. So...

Adelle Barr: It does? Okay.

Kimberly Cutler: ...let me just break it down. So if a Ticket had previously – had prior VR involvement and the case was closed successfully within 18-months prior to the Ticket assignment then Phase 1 Milestone 1 through 3 – I'm sorry Phase 1 Milestones 1 through 4 are off the table, ENs are not eligible for those.

If for some reason and I may be going complete wrong direction with this but if the there's a second Ticket, right, so if the beneficiary for whatever reasons – reason receive a second Ticket then – and that – and there's no then the payments start over so it's only for that particular Ticket, so that particular Ticketholder. But the answer is yes. If while that under that one Ticket, that Ticketholder received has a successful closure within 18-months then Phase 1 Milestone 1s are off the table.

I hope that answers the question but I – I'm just trying to reiterate that that rule still applies. That has not changed. It's still – it's still in effect.

Adelle Barr: Okay. Thanks, Kim.

Kimberly Cutler: All right. And it is 1:59 so we've had some really good questions. Thank you, Adelle, for providing your questions from the chat. Thank you, (Rowan), for providing the questions through the phone queue.

And I would like to say if you – if you have questions, please make sure, as Katie said, we have some great individuals that are there, waiting to help you, please use the resources. Please contact the help desk. If it's payments related, systems related, please make sure you contact them, let them walk you through the process and of course if it's something that you know they need to refer you elsewhere then let them – let them take those steps.

We want to make sure that we get your questions answered. We want you to be able to have access to the system that you need. We want to make sure that you're getting all of the information for – with payments, questions that you have for payment. So please, please, please make sure you use the resources. Contact our help desk for any questions that you may have that we didn't get a chance to answer today or any questions you have in the future. That's what they are there for. Please make sure you utilize them.

I just want to thank you – thank you all again for joining our call today. This was our last all EN payments call for 2021 so I hope you will join us for our next all EN payments call

that's scheduled for Tuesday, January 25, 2022. Wow, that – it sounds funny saying that. But we hope you will join us in.

Thank you so much everyone and enjoy the rest of your day.

Operator: This concludes today's call. Thank you for participation. You can now disconnect.